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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/002,743	11/02/2001	Toshio Ueno	01702/LH	3841
1933	7590	01/20/2006	EXAMINER	
FRISHAUF, HOLTZ, GOODMAN & CHICK, PC			JEANTY, ROMAIN	
220 Fifth Avenue			ART UNIT	
16TH Floor			PAPER NUMBER	
NEW YORK, NY 10001-7708			3623	

DATE MAILED: 01/20/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No. 10/002,743	Applicant(s) UENO, TOSHIO	
	Examiner Romain Jeanty	Art Unit 3623	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 02 November 2001.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-12 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-12 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. This Non- Final Office Action is in response to the communication received on November 2, 2001. Claims 1-12 are pending in the application for examination.

Claim Rejections - 35 USC § 102

2. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

3. Claims 1-12 are rejected under 35 U.S.C. 102(e) as being anticipated by Stier et al “Stier” (U.S. Patent No. 6,591,258).

As per claims 1 and 9, Stier discloses a method of incorporating knowledge into knowledge base system. In so doing, Stier discloses a service information portal section which provides web pages as an information input and output interface (col. 6, lines 20-22, lines 62-65, and col. 12, lines 61-64; Fig. 1a, 1c and 6-12); a knowledge base section which stores various claim reports and solutions answered by engineers with respect to the claim reports (col. 11, lines 15-21, lines 40-63, and col. 23, lines 47-52), and a claim handling section which registers in said knowledge base section a new claim report in which at least a claim title is structured as a combination of predetermined items of definition information on the basis of a claim content input to a client web page, and manages the registered new claim report as an unsolved claim requiring an answer from the engineer (col. , lines 11, lines 29-39); wherein the claim handling

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section is configured to determine an engineer who is to take charge of a supporting task for preparing a solution to the new claim report, based on ranks of importance of supporting tasks already assigned to engineers of a division-in-charge, and progress states of the supporting tasks (col. 52, line 35 through col. 53 line 18)

As per claim 2, Stier further discloses the technical support system according to claim 1, wherein said claim handling section includes a supporting task table which holds records of the engineers each obtained as numeric value data by combining the ranks of importance of supporting tasks assigned before registration of the new claim report and the progress states of the supporting tasks with a predetermined weighting, and a selecting section which makes selection of the engineers by comparing the numeric value data of the records held in said supporting task table (col. 9, lines 49-51; col. 49, lines 31-49; and col. 50, lines 44-67).

As per claim 3, Stier further discloses the technical support system according to claim 2, wherein said claim handling section further includes an engineer information table which holds records of the engineers including at least one item selected from a schedule after the registration of the new claim report, a product designed as experience, the number of years of experience, the number of supporting tasks, a responsible unit, and a technical field, and said selecting section is configured to switch said supporting task table to said engineer information table upon increase in the number of newly-registered claim reports, and to make selection of the engineers with reference to a content of said engineer information table (col. 9, lines 49-51; col. 49, lines 31-49; and col. 50, lines 44-67).

As per claim 4, Stier further discloses the technical support system according to claim 1, wherein said claim handling section further includes an assignment update section which selects

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the next prospective engineer when assignment of the supporting task is not accepted by the previously selected engineer (col. 6, lines 9-25).

As per claim 5, Claim 5 recites a technical support *system* using a knowledge base section which stores various claim reports and related solutions for performing the steps of system claim 1; therefore claim 5 is rejected under the same rationale relied upon of claim 1.

As per claim 6, Stier further the technical support method according to claim 5, wherein said engineer determining step is configured to use a supporting task table which holds records of the engineers each obtained as numeric value data by combining the ranks of importance of supporting tasks assigned before registration of the new claim report and the progress states of the supporting tasks with a predetermined weighting, and to make selection of the engineers by comparing the numeric value data of the records held in said supporting task table (col. 9, lines 49-51; col. 49, lines 31-49; and col. 50, lines 44-67).

As per claim 7, Stier further discloses the technical support method according to claim 6, wherein said engineer determining step is configured to use an engineer information table which holds records of the engineers including at least one item selected from a schedule after the registration of the new claim report, a product designed as experience, the number of years of experience, the number of supporting tasks, a responsible unit, and a technical field, instead of said supporting task table upon increase in the number of newly-registered claim reports, and to make selection of the engineers with reference to a content of said engineer information table (col. 9, lines 49-51; col. 49, lines 31-49; and col. 50, lines 44-67).

As per claim 8, Stier further discloses the technical support method according to claim 5, wherein said engineer determining step further configured to select the next prospective engineer

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when assignment of the supporting task is not accepted by the previously selected engineer (col. 6, lines 9-25).

As per claim 10, Stier further discloses the recording medium according to claim 9, wherein said program is configured such that said claim handling section performs a process of using a supporting task table which holds records of the engineers each obtained as numeric value data by combining the ranks of importance of supporting tasks assigned before registration of the new claim report and the progress states of the supporting tasks with a predetermined weighting, and making selection of the engineers by comparing the numeric value data of the records held in said supporting task table (col. 9, lines 49-51; col. 49, lines 31-49; and col. 50, lines 44-67).

As per claim 11, Stier the recording medium according to claim 10, wherein said program is configured such that said claim handling section performs a process of using an engineer information table which holds records of the engineers including at least one item selected from a schedule after the registration of the new claim report, a product designed as experience, the number of years of experience, the number of supporting tasks, a responsible unit, and a technical field, and said selecting section, instead of said supporting task table upon increase in the number of newly-registered claim reports, and making selection of the engineers with reference to a content of said engineer information table (col. 9, lines 49-51 col. 49, lines 31-49; and col. 50, lines 44-67).

As per claim 12, Stier further discloses the recording medium according to claim 9, wherein said program is configured such that said claim handling section performs a process of

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selecting the next prospective engineer when assignment of the supporting task is not accepted by the previously selected engineer (col. 6, lines 9-25).

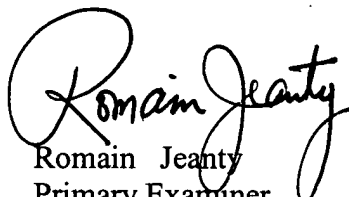
Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Romain Jeanty whose telephone number is (571) 272-6732. The examiner can normally be reached on Mon-Thurs 7:30AM - 6:00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tariq R. Hafiz can be reached on (571) 272-6729. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

December 27, 2005


Romain Jeanty
Primary Examiner
Art Unit 3623